



January 28, 2008

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2171  
Completed

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on the date specified below.

January 28, 2008

(Date of Deposit)

Linda Decker

Printed or Typed Name of the Person Signing the Certificate

Linda Decker

Signature

January 28, 2008

Date of Signature

Re: Invention:	A SYSTEM AND METHOD FOR IMPLEMENTING A KNOWLEDGE MANAGEMENT SYSTEM
First Named Inventor:	COPPERMAN, Max
Assignee:	Consona CRM Inc.
Serial No.:	09/594,083
Filing Date:	June 15, 2000
Our File No.:	P01642-US-01 (12178.0066)

**SUBMISSION OF STATEMENT UNDER 37 CFR 3.73 (b) AND REVOCATION  
OF POWER OF ATTORNEY WITH NEW POWER OF ATTORNEY AND CHANGE OF  
CORRESPONDENCE ADDRESS**

Dear Sir/Madam:

Please find enclosed a "Statement under 37 CFR 3.73(b)" form establishing that Consona CRM Inc. is the assignee of record for the above-referenced patent application. Also enclosed is a "Revocation of Power of Attorney With New Power of Attorney and Change of Correspondence Address" form executed by the assignee ("Power of Attorney"). As indicated in

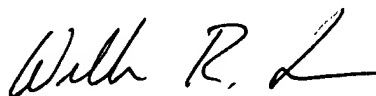
Commissioner for Patents  
Serial No. 09/594,083  
January 28, 2008  
Page 2

the Power of Attorney, the assignee of record wishes to appoint the petitioners associated with Customer Number 22446 and have all correspondence regarding this patent application directed to the undersigned. Accordingly, the assignee requests that the enclosed Statement of Ownership and Power of Attorney be accepted.

If you have any questions regarding this correspondence, please feel free to contact the undersigned.

Respectfully Submitted,

ICE MILLER LLP



William R. Lyon  
Registration No. 57,124

ICE MILLER LLP  
One American Square  
Suite 3100  
Indianapolis, Indiana 46282-0200  
Telephone: (317) 236-2363  
Facsimile: (317) 592-4223

Date: January 28, 2008

WRL/

Enclosures: Statement Under 37 CFR 3.73(b)  
Revocation of Power of Attorney with New Power of Attorney  
and Change of Correspondence Address  
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PTO/SB/82 (01-06)

Approved for use through 12/31/2008. OMB 0651-0035

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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**REVOCATION OF POWER OF  
ATTORNEY WITH  
NEW POWER OF ATTORNEY  
AND  
CHANGE OF CORRESPONDENCE ADDRESS**

Application Number	09/594,083
Filing Date	June 15, 2000
First Named Inventor	COPPERMAN, Max
Art Unit	2171
Examiner Name	AL HASHEMI, Sana A.
Attorney Docket Number	P01642-US-01 (12178.0066)

**I hereby revoke all previous powers of attorney given in the above-identified application.**☐ A Power of Attorney is submitted herewith.**OR**☒ I hereby appoint the practitioners associated with the Customer Number:

22446

☐ Please change the correspondence address for the above-identified application to:☒ The address associated with  
Customer Number:

22446

**OR**☐ Firm or  
Individual Name

Address

City

State

Zip

Country

Telephone

Email

I am the:

☐ Applicant/Inventor.☒ Assignee of record of the entire interest. See 37 CFR 3.71.  
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)**SIGNATURE of Applicant or Assignee of Record**

Signature

Name

Katherine L. Kinder, Vice President, Finance and Administration

Date

1/11/08

Telephone

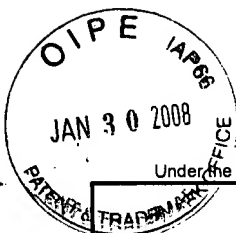
(317) 249-1336

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

☒ \*Total of 2 forms are submitted.

This collection of information is required by 37 CFR 1.36. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/96 (12-07)  
Approved for use through 12/31/2007. OMB 0651-0031  
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### STATEMENT UNDER 37 CFR 3.73(b)

Applicant/Patent Owner: COPPERMAN, Max

Application No./Patent No.: 09/594,083 Filed/Issue Date: June 15, 2000

Entitled:

Consona CRM Inc., a corporation  
(Name of Assignee) (Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest  
(The extent (by percentage) of its ownership interest is \_\_\_\_\_ %)

in the patent application/patent identified above by virtue of either:

A. ☐ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

OR

B. ☒ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: COPPERMAN, Max et al. To: Kanisa, Inc.  
The document was recorded in the United States Patent and Trademark Office at Reel 011258, Frame 0704, or for which a copy thereof is attached.
2. From: Kanisa, Inc. To: Knova Software, Inc.  
The document was recorded in the United States Patent and Trademark Office at Reel 018642, Frame 0973, or for which a copy thereof is attached.
3. From: Knova Software, Inc. To: Consona CRM Inc.  
The document was recorded in the United States Patent and Trademark Office at Reel 020254, Frame 0195, or for which a copy thereof is attached.

☐ Additional documents in the chain of title are listed on a supplemental sheet.

☐ As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

[Signature]

Signature

Katherine L. Kinder,

Printed or Typed Name

Vice President, Finance and Administration

Title

1/11/08

Date

317-249-1336

Telephone Number

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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